



STATE OF ARKANSAS
MIKE HUCKABEE
GOVERNOR

The Arkansas Workforce Investment Board's mission is to keep Arkansas' workforce trained and employed. The board doesn't take this mission lightly.

Travel across the state and you'll see Arkansas Workforce Centers. There are more than 65 of them. You can't miss the logo on the front with the multicolored stars and the phrase "Bringing People and Jobs Together." That's the agency's purpose — matching qualified job seekers with employers by using a statewide delivery system.



These services are performed through the cooperation of many partner agencies. As we see more businesses locate to Arkansas, the board will play a larger role in providing training. The Incumbent Worker Training Program is one such program the board oversees.

When layoffs occur, the board is successful in helping secure retraining money in the form of National Emergency Grant funds. The state recently received more than \$3.3 million in NEG funds from the U.S. Department of Labor for dislocated workers and counties that experienced significant flood damage.

The board is always looking for new ways to better serve Arkansas' workforce. Stop by an Arkansas Workforce Center near you.

Sincerely,

A handwritten signature in blue ink that reads "Mike Huckabee". The signature is fluid and cursive.

Mike Huckabee

The Arkansas Workforce Investment Board's vision is a globally recognized workforce — educated, trained, and skilled — with the character and work ethic needed to excel in a changing economy.

Our state's ability to compete globally will be determined by the quality of our workforce. The Arkansas Workforce Investment Board is committed to expanding the capacity of the workforce in Arkansas through innovative training opportunities.

In 2003, the Arkansas Workforce Investment Board emphasized the training of existing employees of business and industry in Arkansas in an effort to increase employee productivity and enable people to obtain and retain family wage jobs in the Arkansas economy. The training lead to retention of jobs, increased wages for better-trained workers, a higher skilled workforce, and a more profitable business.

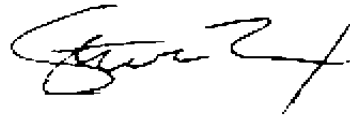
In 2004, the board allocated funds to support incumbent worker training in high growth industries in the state. This effort will allow working Arkansans the ability to expand their skill capacity and employ-

ability in future years in a growing or emerging industry.

The Arkansas Workforce Investment Board is exploring new and effective ways to educate the emerging workforce currently in secondary and post-secondary education about the many career opportunities that are available. Through this effort the board has emphasized the importance of labor market information and has implemented a labor market information educational session at each of its monthly board meetings.

We will continue to find innovative ways to support and enhance the workforce in Arkansas while preparing for the constantly evolving economy.

Steve Lux, Chairman



Sandra Winston, Executive Director



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Business & Industry Rep.

Play School Day Care Center

Northwest Arkansas EDD Inc.

Tyson Foods Inc.

Real Practices Inc.

State Representative

North Central Arkansas Workforce Investment Area

The North Central Workforce Investment Board improved services to job seekers by extending hours at most workforce centers, relocating several affiliate centers for greater customer convenience, developing new customer outreach brochures, increasing advertising and adding an additional toll-free number at a comprehensive center.

The board continued to partner with Batesville and Bald Knob High School on the Jobs for Arkansas' Graduates programs. Twenty youth participated in the Youth Opportunities Unlimited this summer, and the board worked with 10 new employers to provide work experience to area youth.

New and innovative programs renewed a past partnership with a local hospital to provide the Medical Achieve program, which provides employment-related skills training for people who are unemployed or underemployed, to assist them in obtaining entry-level employment in the medical field. One specialty class was offered in Spanish this past spring.

The board recruited 10 new employers to serve as youth work experience worksites. Employers who have utilized summer youth have provided positive feedback, and many have asked to participate in the program next summer or during the school year if possible.

The board also developed new brochures and advertising and increased outreach to all employers to increase employer services. During this time, 97 percent of adults and dislocated workers in training achieved a credential and entered the workforce; 100 percent of dislocated workers achieved credentials and went to work.

Grants or additional resources the board received include a National Emergency Grant in response to the previous year's ice storms. This provided temporary employment to 15 job seekers. When the grant ended, 12 had obtained permanent employment, two more obtained permanent employment later and one was not in the workforce.

Success Story

For the past three years, the WIA Youth Program has assigned several youth to the Sharp County Road Department through the Work Experience and Summer Youth Programs. These young people are great workers and are an asset to the Youth Program. The Sharp County Road Department had six youth placed with it this past summer. These youth have never worked before. They work together, work with other employees and take directions well because of the knowledge gained at the worksite. The work ethics and experience gained has been immeasurable to the youth.

Northeast Arkansas Workforce Investment Area

The Northeast Workforce Investment Board is continuing to work with local Employment Services staff to provide job fairs to assist employers in locating well-trained individuals for their companies.

The work experience component has provided a "hands on" experience and teaches the youth work skills. The board has provided people an opportunity to learn occupational skills training in post-secondary institutions. The Youth Opportunities Unlimited program has provided a number of youth the opportunity to stay and participate in activities on a college campus.

A remediation program was part of the summer program. Youth who have not reached proficiency in reading participated in this program that was taught by a certified teacher. The board has worked very closely with adult education to plan strategies that will serve the youth who have not received a high school diploma.

The board has made much progress and had great success in collaborating with its partners. Partner meetings are conducted at least once a quarter, and participation has greatly improved.

New facilities have been developed in Paragould and Blytheville in response to the stated needs of the business community. The board has worked with several employers in the region. Employers are informed of the services that are available to them and the job seeker. Services such as applicant screening, taking applications, on-the-

job training and job fairs are some of the services that are provided. A business service representative contacts the employers and makes them aware of the services offered at the local One-stop.

Success Story

James White was enrolled in the Arkansas Workforce Centers' Summer Youth Employment Program in June of 2003. He had dropped out of high school in the 11th Grade and was having problems obtaining and keeping a job. White was placed at Fairview Kindergarten as a cleaner for his summer employment activity. While there, he attended Adult Education classes two days a week. His supervisors at the worksite and at Adult Education said he was a hard worker and very dependable.

On Aug. 13, 2003, White obtained a GED from the Adult Education Center. Once White obtained his GED he entered job search. He completed a resume and attended and completed the Jump Start classes. He put in several job applications and resumes at various businesses in the area and completed his work experience activity in November.

In June 2004, White applied for a position with Innovative Staffing Services. He was hired and received an hourly wage of \$9.00 an hour. He went to work full time with Maverick Tube one month later and is now making more than \$10.00 an hour.

Southwest Arkansas Workforce Investment Area

During 2003, customers have been provided with increased accessibility to services by adding career interest software in the Resource Room. Various partners including Henderson State University, the Division of Services for the Blind, and faith-based partners come to the comprehensive center regularly to assist customers.

Completing the business plan for workforce center certification allowed Southwest Arkansas to target services that needed fine-tuning, to publicize and promote the centers, and to identify strengths and weaknesses in offering customer services.

Southwest has promoted increased parent participation with youth clients by setting up fun activities with learning seminars/workshops in all 12 counties. Enrollment of out-of-school youth in the WAGE Program has increased to prepare them for entering the workforce. A summer Work Simulation Program in two counties set up a miniature railroad company and designed a miniature house. This provided the youth an opportunity to experience some aspects of

operating a business.

The workforce center certification criteria enabled the southwest area to involve partners and elected officials and give them the opportunity for participation and input to the development and collaboration of service menus. They have also provided training to several partner agency clients and partnered with other agencies that provided worksites for WIA participants. Local job fairs had great employer participation, and Economic Development groups partnered to assist employers with training opportunities and connectivity.

Increased efforts by WIA staff have resulted in many local alliances and also developing regional alliances. The workforce centers have become a well-known and accessed resource in the community with a high level of respect among area leaders and organizations. Their Menu of Services was designed with a customer satisfaction survey to solicit suggestions for consistent improvement to workforce center operations.

Jeff Crumpler

Jeff Crumpler was laid off from the Camden International Paper plant closure. After hearing about the National Emergency Grant for IP, Jeff came to the Workforce Center where he was counseled, tested and received resume writing assistance and interview skills coaching. Financial assistance was then provided for retraining.

Jeff was able to attend SAU-Tech and work toward an AS degree in Business Administration, further his education at SAU-Magnolia and work toward a BS degree. While attending school and after drawing unemployment insurance benefits, the Workforce Center Title I provider assisted Jeff with needs-related payments, child care and transportation assistance.

While attending school, his final grades were always A's. Some of the honors Jeff received are as follows:

Outstanding Business Admin. Student

May 2003

Dean's List — Fall 2002, Spring 2002

President's List — Spring 2001, Spring 2002

Phi Theta Kappa Honor Society

April 2002

Sigma Beta Delta Honor Society

February 2003

Alpha Chi Honor Society — February 2003

After graduating with honors, Crumpler got a job as a claims representative at the Camden Social Security Administration Office, where he received excellent wages and benefits.



Jeff Crumpler

Little Rock Arkansas Workforce Investment Area

The Little Rock Workforce Investment Board is improving services to job seekers by providing a virtual One-stop online at <http://www.lrwib.org>. Highlights of the job seeker side of the Web site include online applications for services by job seekers, program specific resource listings to find additional assistance, an online library of common documents, forms and informational booklets such as the state job application, SSN card applications, resume writing information and how to apply for federal employment. There is also information concerning partner agencies, such as what services they provide and links to their Web sites.

For the second year, the Arkansas Workforce Center at Little Rock Youth Services hosted two successful summer academic and career enrichment programs: the Pulaski Technical College Non-Traditional Summer Camp and Project Infinity. The purpose of the Summer Camp is to expose youth to the academic setting and nontraditional career opportunities. Project Infinity provided academic and cultural enrichment for youth from Little Rock.

In December 2003 the Little Rock Workforce Investment Board, Arkansas Workforce Center at Little Rock, in partnership with Arkansas Employment Security Department and with input from the partnering agencies, developed and implemented a One-stop partner report showing the collaboration of partners and the

actual impact on industry needs in the areas of employment, training and business activities for Little Rock. This report is published monthly to board members, partnering agencies and interested parties and is made available through the Web site.

In October of 2003 the University for Medical Science program Arkansas Cares (Center for Addiction, Research, Education and Services) approached the Little Rock Workforce Investment Board to assist in support of a new innovative program named Building Bridges – A Continuing Care Program — for families in recovery. The services provided by the Arkansas Workforce Center at Little Rock were recognized as an important part to the rebuilding of once damaged lives in assisting transitioning families back into the world of work and self-sufficiency. The Arkansas Cares Program received a Robert Wood Johnson grant and will now have \$1 million to provide services to launch the Building Bridges program, which is slated to last four years and serve 160 families during the startup period.

In addition to WIA activities LRWIB has received a \$3 million H1B Technical Skills Grant for an innovative nursing training program, a \$1.6 million National Emergency Grant for dislocated worker services and a \$200,000 Work Incentive Grant to assist in the integration of people with disabilities into the workforce system.

Southeast Arkansas Workforce Investment Area

During program year 2003, approximately 1,900 jobs were obtained as a result of job seekers visiting the 13 Workforce Centers in the 10-county service area of Southeast Arkansas. The Summer Youth Employment Opportunity Program provided work experience, math, reading and employability classes to more than 300 participants for ages ranging from 14 to 21. As a result, 81 percent of the participants that tested basic skills deficient improved their math skills, 87 percent improved their reading skills, and 88 percent improved their employability skills.

The Workforce Centers in Southeast Arkansas collaborate services with the Arkansas Employment Security Department, Arkansas Rehabilitation Services, the Adult Education and WAGE programs of the Arkansas Department of Workforce Education, Experience Works, the Arkansas Department of Human Services, the Good Faith Fund, numerous secondary training providers and numerous employers to meet individual customer needs and accommodate an economic boost to the communities of Southeast Arkansas. The centers work closely with a number of large companies in the service area to provide services as needed. Employers utilize the centers to advertise positions, screen applicants and test clients as needed.

They host job fairs and provide space for employer interviews. Input is solicited from the employers to better anticipate their needs and provide them qualified applicants.

Central Arkansas Planning and Development District Inc., the One-stop operator and WIA Title I provider, received a Work Incentive Grant from the U.S. Department of Labor to increase employment-related services to persons with disabilities. Provisions of the grant include assistive technology equipment for the centers, training for staff, training for employers and other organizations, and transportation assistance for persons with disabilities to provide access to employment-related activities. An additional component includes educating staff, employers and the public about assisting persons with disabilities.

Southeast Arkansas Workforce Centers logged more than 65,000 visits to the centers in PY 2003, and more than 800 individuals received training assistance as a result of the services provided by the Workforce Centers. Performance measures in Southeast Arkansas have increased more than 300 percent compared to a year ago and will continue to improve. The Workforce Centers will continue to expand services and market the program to employers and individuals of SE Arkansas.

Central Arkansas Workforce Investment Area

The Central Arkansas Workforce Investment Area extended hours at its six workforce centers, thus allowing job seekers access to services after normal business hours.

Its summer youth program enrollees saw an 80 percent increase in math skills, an 82 percent improvement in reading skills, and an 84 percent improvement in employability skills.

Central Arkansas Planning & Development District Inc., the One-stop operator and WIA Title I provider, is partnering with the Department of Community Correction in a \$2 million U.S. Department of Labor grant to assist serious and violent offenders who are released from prison to transition back into the community. CAPDD also received a USDOL grant to serve dislocated workers affected by the closure of the Southwest Airlines Reservation Center in Little Rock.

Central Arkansas has regular meetings with its various partners in each workforce center to collaborate on streamlining customer services. It has a full-time employer services representative on staff to develop and encourage linkages in the employer community. A business team from partner agencies provides a unified approach to connecting employers with workforce centers.

CAPDD also received a \$674,671 grant to provide services to individuals with disabilities in Central and Southeast Arkansas under DOL's Work Incentive program.

Central Arkansas recorded more than 72,000 visits to the workforce centers in 2003. During this time, 85 percent of exiting adults entered employment, and 90 percent of those had retained employment at follow-up. Efforts are continuing to improve all areas of program performance.

Angela Hosman

In 2003, Angela Hosman was a single mom with two children, working in Accounts Receivable and Collections. She was very unhappy and had been praying for a career change. She wanted to be a nurse. Hosman thought the opportunity wouldn't happen for her until her children were in college.

In March, 2003, her company relocated and she was laid off. She experienced a sense of relief and that same day called Baptist Schools of Allied Health and Foothills Technical School. Everything fell into place. Hosman went to an open house at Baptist Schools that week, placed her application and received her acceptance letter one month later.

When Hosman applied for unemployment benefits at the Arkansas Workforce Center, she was told about other partner services. The workforce center provided assistance

to build up her math skills, paid the tuition that was not covered by a Pell Grant and helped her get through school.

Hosman sold her house and moved in with her parents to make it. She worked and studied hard, never dreaming that she would graduate with high honors as salutatorian of her class. She now has a job where she can make a difference by teaching patients and their families how to take care of their medical, spiritual and emotional needs. She plans to pursue an RN degree within the next six months.



Eastern Arkansas Workforce Investment Area

Job seekers in Eastern Arkansas can now apply for Workforce Center jobs online at the Workforce Center Web site, www.onestop.org.

Center staff make personal contact with applicants to advise them about other center services and to make appropriate referrals to partners if there are barriers to employment. In addition to self-service activities available in the center Resource Room, more intensive, staff assisted services are available to eligible customers, including resume assistance, intensive skill and educational assessments and career counseling. Seminars are offered on a regular basis in the Workforce Center to job seekers, including QuickTrack employment preparation and financial counseling.

The West Memphis Workforce Center partners have worked collaboratively to streamline processes whereby job orders and placement credit are shared and employer needs are addressed internally within the center for a seamless appearance.

Manpower Inc., the Title I service provider, has brought a wealth of services that are offered through the centers. This has resulted in a higher profile for available services, responsiveness to employer needs and new services not easily available to employers in the area, such as background screening and drug testing.

Center managers serve as the business services liaison. A large part of their job is listening to employers, taking that information back to center partners and developing a plan of action to respond to the employers.

The eastern Arkansas workforce system has become much more responsive to the needs of area employers, initially by offering services not previously available to them through the public workforce system.

Coordination among partners has increased the resources available to both job seekers and employers because of more awareness among partners of available resources and shared credit.

The Arkansas Workforce Investment Board of Eastern Arkansas also received a \$750,000 National Emergency Grant to serve persons dislocated by the closing of two area plants, RBX in Colt and PolyOne in Wynne.

Success Story

A team effort contributed to Amanda Weiss's successful employment. Weiss was a married mother with two children and no household income. She was laid off from a company in Little Rock and had recently relocated to the Helena area. She was in desperate need of employment, and after doing some job search of her own, obtained a position with an independent mortgage company. However, childcare was an issue.

Faced with the potential loss of an employee with great potential, the company contacted the Arkansas Workforce Center at Helena, where an assessment determined Weiss was eligible for WIA, Title I services. She also had concerns about her commission-only position and her inability to predict her monthly income.

After an intensive interview and the development of her employment plan, she is gainfully employed, her child is enrolled in a safe, learning environment and she is receiving supportive services.

"The Arkansas Workforce [Center] in Helena helped out tremendously," Weiss said. "I went there in need of childcare assistance so I could start work. I am truly thankful for having the help of workforce center staff members to enable me to achieve my goals to become an employee instead of a displaced housewife."

Western Arkansas Workforce Investment Area

Leadership development is a primary objective of the Arkansas Workforce Center at Fort Smith when the partners serve area youth.

With the cooperation of the University of Arkansas, Job Corps, Juvenile Services, the Boy's Shelter, Carl Albert State College and Crawford County Continuing Education, youth participants attended workshops on topics such as time management, career planning, job skills, higher education planning, life choices and leadership. During many of the workshops, special guests from the community provided testimonials and motivational talks.

In addition to improvements to the youth outreach efforts, the Arkansas Workforce Center at Fort Smith has undergone a major makeover. A receptionist who has been cross-trained in basic eligibility of the partner programs greets job seekers and other customers.

The common questionnaire that is answered by the client is given to the resource room facilitator, a case manager from the contracted provider.

In the renovated state-of-the-art Resource Room, clients have access to high-speed Internet services to conduct online job search and resume assistance programs. Job seekers can also view a video library of career videos that offer tips on entrepreneurship, small business development, interviewing skills, dressing for success, as well as other good advice on preparing for self-sufficiency and success.

Streamlining services has been a priority for the Western Workforce Investment Board. The efforts of the partners and board are evident in the expansion of services and the renovations and increased efficiency of the Arkansas Workforce Center at Fort Smith.

Northwest Arkansas Workforce Investment Area

In the promotion of a seamless demand-driven system, the Northwest Workforce Investment Board conducts an annual strategic planning session. Committees comprised of partner and business/industry representatives meet to identify critical issues in community and economic development.

As a result of the meeting, the board decided an outreach effort to the rural communities of northwest Arkansas was necessary. A representative of the Arkansas Workforce Center at Harrison brought together, among others, the Harrison Chamber of Commerce, the Arkansas Employment Security Department and the Educational Opportunities Center to conduct Education Career Opportunity Days – a program designed to provide information about higher education and financial aid to members of rural communities.

Another necessary improvement to the flow of the system and to the Workforce Center included the installation of additional computers to the Resource Room, allowing wider and more comprehensive access to job seekers wishing to conduct online job searches and other computer based resources.

The Harrison Chamber of Commerce and the Workforce Center of Harrison has partnered to provide workforce information to existing employers and

emerging businesses by offering links to America's Job Bank, the Chamber and the Workforce Center.

With employer services as a priority, the Workforce Center at Harrison also maintains an employer-focused library where business owners can find a variety of resources including labor information, American's with Disabilities Act compliance resources, posters and other guidelines. These things, in addition to the job listings, application acceptance and applicant referrals have made the Arkansas Workforce Centers of Northwest a trusted partner to the business community.

In this year's strategic planning session the northwest board has placed emphasis on the emerging workforce of the area and the collaboration of education, economic development and employers – supporting the Department of Labor's E3 Initiative. Already the Workforce Center has expanded services to youth by developing pre-employment workshops centered on soft skills, such as communications in the workplace and the development of good work ethic.

The Northwest board has supported staff involvement in the Department of Labor Grants Roundtable and an Arkansas Workforce Investment Board sponsored grant writing workshop and has been awarded multiple National Emergency Grants.

West Central Arkansas Workforce Investment Area

The Department of Labor's National Business Learning Partnership is a mentorship program designed to improve and enhance employer services within the workforce system. The West Central Arkansas Workforce Center at Hot Springs was selected to be mentored by Colorado's Workforce Center at Pike's Peak. The NBLP helped to turn the "comprehensive centers" of West Central into partnerships with area businesses, pushing its evolution past single agencies co-located under one roof.

The West Central Local Workforce Investment Board felt the importance of enhanced customer service and the need for innovation to serve the employer community and designed a business plan with business in mind. The West Central Board also supported the plan by hiring business representatives who serve as points of contact for all the partners of the workforce center in assessing employer needs. The business representatives participate in business expos and job fairs on behalf of the many partners of the Arkansas Workforce Centers.

Adult Education, another partner in Malvern, has been teaching English Second Language courses to several local employers and continues to increase the chance of self-sufficiency for the Spanish-speaking population by removing language barriers.

Several major employers throughout Clarksville, Dardanelle and Russellville rely on the services of the workforce centers to assist with recruitment efforts, application acceptance and screening in an attempt to reduce turnover and the high costs associated with it.

Spanish-speaking job seekers can get help from bilingual staff at two locations in West Central. Services include information about ESL classes, assistance in application completion, resource information and job search. Clients with special needs will find more accommodations and assistance thanks to staff training by Workforce Center partners.

The Workforce Centers in West Central have regular partner meetings to plan improvements to the workforce system.

Faith-based and community organizations and the courts system have participated in the development of the service delivery system to ensure that the youth in all of the 10 counties in the West Central Workforce Investment Area have access to resources and career counseling.

Representatives from the West Central Workforce Investment Area also attended a recent grant-writing workshop to identify and solicit funding from outside sources as part of a continuous improvement initiative.

National Emergency Grant Funds

Arkansas receives \$3.3 million in National Emergency Grant funds

Arkansas received more than \$3.3 million in National Emergency Grant funds from the U.S. Department of Labor in 2004.

The Arkansas Workforce Investment Board applied for the funds on behalf of dislocated workers and counties that received significant flood damage. As the Governor's administrative entity, the Arkansas Employment Security Department receives the funds, which are then passed down to local workforce boards.

"These grants will be instrumental in helping affected workers re-enter the workforce and communities recover from flood damage," Gov. Mike Huckabee said.

DOL awarded the Arkansas Employment Security Department:

- \$760,457 to assist about 122 dislocated workers from PolyOne Corp. and RBX Industries with re-employment assistance. Residents from Lee, Cross and St. Francis counties were affected by the layoffs in Eastern Arkansas. Training modules specific to the automotive industry will be developed.
- \$1,618,793 to help about 400 dislocated workers from the Southwest Airlines Reservation Center. The grant will provide these dislocated workers from Little Rock and Faulkner, Lonoke, Pulaski and Saline Counties in Central Arkansas with job development and placement, assessment, career counseling, outreach and recruitment, on-the-job training and/or



Construction equipment sits on a road where damage occurred in Boone County. Boone was one of several counties that received significant flood damage earlier this year. A \$600,000 National Emergency Grant was awarded to help with the cleanup, repair and restoration.

classroom training, and other related workforce activities.

- \$600,000 to create temporary jobs to help with the cleanup, repair and restoration in Baxter, Boone, Carroll, Madison, Marion, Newton, Searcy and Washington Counties of Northwest Arkansas as a result of recent flooding. Area dislocated workers and long-term unemployed will be utilized for the cleanup efforts. An onsite review was conducted of the area recently. (See pictures on this page.) Reviews of other sites will occur in the future.

- \$400,000 to help 100 dislocated workers from Ozark Aircraft Systems. The grant will provide these dislocated workers from Benton and Washington Counties in Northwest Arkansas with career planning, comprehensive assessment, individual or group counseling, on-the-job training and/or classroom training, case management and other related workforce activities.



Dan Patterson repairs a table at the Corp of Engineers RV and Camping Park at Beaver in Carroll County. The park was three-quarters submerged by the rains in April and May 2004. Beaver, with a population of 95, leases and manages the park, which is the town's primary source of income. As the waters recede, Patterson has been working to clean up debris; and repair, repaint and restore tables and equipment, electrical outlet damage, parking pads, walkways, bathhouse/restrooms, trails and paths.



Water flows through the spot where a road once existed in Boone County. Recent floods caused severe damage to many county roads.

Economic Indicators

Arkansas' Yearly Employment Activity, June 2003 to June 2004

Over the year, Arkansas' nonfarm payroll employment (not seasonally adjusted) advanced 8,800. Service providing industries gained 10,000 jobs, while goods producing industries lost 1,200.

The educational and health services sector expanded over the year, adding 3,700 workers. Health care and social assistance facilities accounted for almost all of the growth.

Jobs in trade, transportation and utilities were up 1,900. Growth in retail trade was responsible for the increase, notably at general merchandise stores.

Compared to the previous year,

employment in leisure and hospitality advanced 1,700. Hiring in the accommodations and food services sector accounted for more than three-fourths of the gain.

Government added 1,300 jobs between June 2003 and June 2004. All segments-federal, state and local-contributed to the growth.

Employment in the professional and business services sector was up 800 over the year. The "management of companies" category accounted for three-fourths of the growth.

The number of jobs in the financial activities sector advanced 600 over the year. Finance and insurance companies led the growth.

Jobs in other services increased 100.

Manufacturing industries lost 900 jobs since June 2003, following the downward trend seen nationwide. Durable goods experienced a 500 job loss, and nondurable goods declined 400. The largest loss (-800) was in the furniture and related products industry.

Construction employment fell by 300 positions. The loss was traced to the completion of large construction projects.

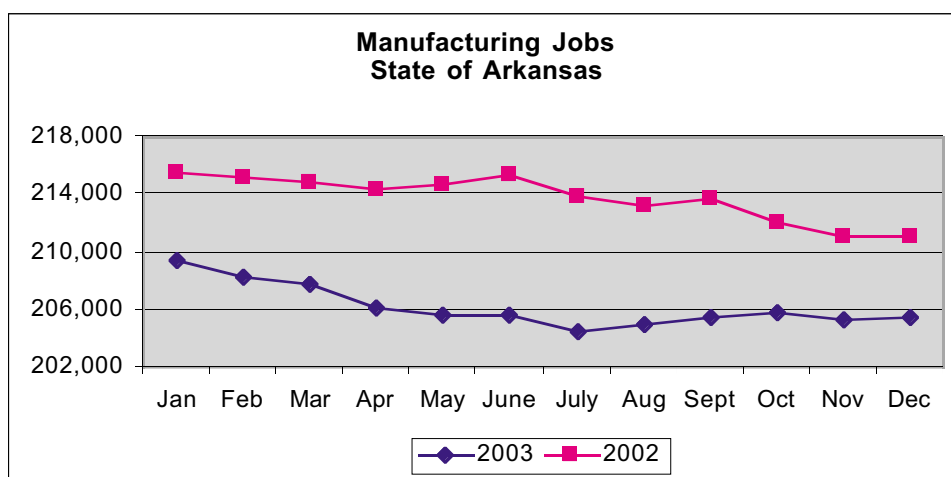
Jobs in the information sector declined 100.

The number of natural resources and mining jobs remained at 7,000.

Manufacturing Jobs

Manufacturing jobs in Arkansas began 2003 with 6,100 fewer jobs than the first month of 2002. The gap widened through the first six months of 2003, where in June 2003 there were 9,800 fewer jobs than in June 2002.

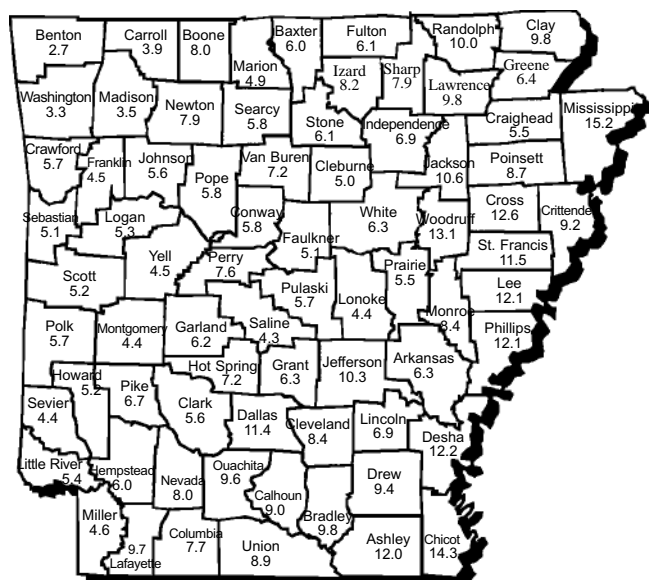
For the remainder of 2003, manufacturing jobs were stable as the level fluctuated from 205,600 in June to a high of 205,800 in October and finally ending the year with 205,500 jobs in December.



Arkansas Unemployment Rates by County

June 2004
(Not Seasonally Adjusted)

- Fifty-five of Arkansas' 75 counties posted lower unemployment rates in June 2004 when compared with June 2003. Sixteen counties had higher rates, while the rates were the same in four counties.
- Thirteen counties had unemployment rates equal to or above 10.0 percent in June 2004 compared with 21 in June 2003. Mississippi County, at 15.2 percent, recorded the highest rate in June 2004.
- Unemployment rates in four of Arkansas' five Metropolitan Statistical Areas were lower in June 2004 when compared with June 2003. The jobless rate in the Jonesboro MSA, at 5.5 percent, was the same. Rates in the other MSAs for June 2004 were as follows: 3.0 percent in Fayetteville-Springdale-Rogers; 5.3 percent in Little Rock-North Little Rock; 5.4 percent in Fort Smith; and 10.3 percent in Pine Bluff.



PY 2003 WIA Performance Overview

Arkansas had the highest performance standards in the nation in five of the 17 performance measurements during the year that began July 1, 2003, and ended June 30, 2004, (Program Year 2003). For three additional measures only one state had a higher standard. Arkansas' standard was in the top 20 percent of states in all but two measures.

With performance expectations at the top, the state's service providers addressed the challenge and met or exceeded performance standards in 11 of 17 measures and met the minimum requirement in all 17.

The 17 measures and how they are calculated are described beginning on Page 13. That section of the report also provides the actual performance for each measure and each local workforce investment area. A summary analysis is provided below.

Adult Measures

Arkansas' performance standard for the adult entered employment rate was 83 percent, the highest in the nation. The state achieved 82.3 percent, which was within the variance allowed. A state is considered as meeting the minimum required if it achieves within 80 percent of its standard. Eight of the 10 local workforce investment areas met their individual standards, which by federal direction do not allow the 20 percent variance.

The adult retention rate standard, at 88 percent, also was the highest in the nation. Arkansas exceeded that standard by achieving 92.5 percent, which also was an increase over the PY 2002 performance (89.0 percent) for the measure. Nine LWIAs met or exceeded this standard.

Arkansas was expected to achieve an earnings change improvement six months after exit of \$3,600, and the state's providers collectively achieved \$5,369, significantly above the requirement. There were only five states with a higher standard and four that had the same

standard as Arkansas. Eight LWIAs met or exceeded the standard.

The final adult measure is the credential rate for employed adults. Arkansas' goal was 62 percent, with seven states having a higher standard and five having the same standard. The state's actual performance was 64.5 percent, exceeding the standard. Nine of the LWIAs met or exceeded the state's standard.

Dislocated Worker Measures

The dislocated worker entered employment rate standard was the highest in the nation at 89 percent. Arkansas achieved 87.5 percent, which was well within the 80 percent required. Seven LWIAs met or exceeded the standard.

The dislocated worker employment retention rate was 95.8 percent, which was well within the 80 percent of the required 96 percent, again the highest standard in the nation. Seven of the 10 LWIAs met or exceeded this standard.

At 99 percent, the dislocated worker earnings replacement rate standard was the second highest in nation. Eight of the LWIAs met this standard, and the state's achievement overall was 122.6 percent, well above the standard.

Arkansas was expected to achieve a 70 percent dislocated worker employment and credential rate. The actual performance was 67.4 percent, within the 80 percent requirement. Seven of the LWIAs met the standard. There was one state with a higher standard and one state with the same standard.

Older Youth

76.8 percent of the older youth who left the program entered employment, which was above the required 75 percent standard, the highest in the nation. Nine of the LWIAs met the standard.

Arkansas achieved an 87.5 percent older youth employment retention rate, exceeding its 82 percent standard. Six of the LWIAs met or exceeded their individual standards in this

area. Nationwide, three other states had the same standard as Arkansas and three had higher standards.

The older youth earnings change six months after exit standard for Arkansas was \$3,600, the second highest in the nation. The actual achievement was \$3,810, which was well above the required standard. The performance exceeded the PY 2002 level of \$3,250. Only four of the LWIAs met or exceeded their standards.

The standard for the older youth employment and credential measure was 44 percent, and Arkansas' achievement was 42.8 percent, which is within the acceptable 80 percent required. It also was lower than last year's performance of 46.7 percent. In this case, 56 percent of the states had a higher standard than Arkansas. Seven of the LWIAs met this standard.

Younger Youth

The standard for the younger youth retention rate was 58 percent. 29 percent of the states had higher standards, and six (12 percent) had the same standard as Arkansas. The state's providers together achieved 81.4 percent, far exceeding the standard. Eight of the LWIAs met or exceeded this standard.

The diploma attainment rate for younger youth standard was 60 percent, and Arkansas achieved 84.2 percent, exceeding both the standard and last year's performance of 82.9 percent. Nine LWIAs achieved the standard. Four states had higher standards, and one had the same standard as Arkansas.

The standard for younger youth skill attainment rate was 81 percent, and Arkansas attained 87.8 percent. Eight states had higher standards, and three had the same standard. Nine of the LWIAs met their standards.

Customer Satisfaction

The participant customer satisfaction standard for Arkansas was 78 (a weighted average rather than a percentage rate), with six states having a higher standard and one state having

the same standard. The actual score was 80.5. Seven LWIAs met or exceeded the standard, which also was set at 78 for each local area. This measure has a required response rate of 70 percent, and Arkansas achieved 70.7 percent.

The employer customer satisfaction score was set at a standard score of 75. Arkansas and four other states had the same standard, and 10 states had a higher standard. One LWIA exceeded the 75, and the state as a whole achieved a score of 68.9. This measure has a required response rate of 70 percent, and Arkansas achieved 70.8 percent.

General Information

Overall, the LWIAs met or exceeded the following number of standards:

LWIA	PY 2003	PY 2002
Central	13	16
Little Rock	9	3
Eastern	9	7
North Central	16	13
Northeast	7	16
Northwest	14	15
Southeast	10	5
Southwest	16	14
West Central	13	15
Western	16	15

During the year the programs served and exited:

	Served	Exited
Adults	2,807	1,089
Dislocated Workers	950	552
Older Youth	476	168
Younger Youth	3,125	764

Arkansas' performance overall was good, and it has improved in some areas from PY 2002. The goal is to achieve high performance in all areas. The standards are even higher in every case for PY 2004, so the challenge is to sustain and build on successes from PY 2003 while at the same time improving on those measures where the achievement was less than desired.

Performance Measures

Table A provides the results of the customer satisfaction surveys conducted for PY 2003. The results were calculated as follows.

Program Participant Customer Satisfaction

The weighted average of participant ratings on each of three questions regarding overall satisfaction is reported on a 0 – 100 point scale. The score is a weighted average, not a percentage. The three questions asked of the participants are as follows.

1. Utilizing a scale of 1 to 10 where “1” means “Very Dissatisfied” and “10” means “Very Satisfied” what is your overall satisfaction with the services provided?
2. Considering all of the expectations you may have had about the services, to what extent have the services met your expectations? “1” now means “Falls Short of Your Expectations” and “10” means “Exceeds Your Expectations.”
3. Now think of the ideal program for people in your circumstances. How well do you think the services you received compare with the ideal set of services? “1” now means “Not very close to the Ideal” and “10” means “Very Close to the Ideal.”

Employer Customer Satisfaction

The weighted average of employer ratings on each of three questions regarding overall satisfaction is reported on a 0 – 100 point scale. The score is a weighted average, not a percentage. The same three questions asked of participants were asked of employers.

For both the participant and employer surveys, the Actual Performance Level for the state has been computed by using the American Customer Satisfaction Index (ACSI). The ACSI was developed by the National Quality Research Center at the University of Michigan Business School. The index is co-sponsored by the American Society for Quality, Claes Fornell International (CFI) Group, and the University of Michigan Business School. Because the ACSI has a demonstrated record of tracking performance over time, many private and public employers have used it extensively as a key component in assessing “continuous improvement” in performance. Local levels of satisfaction were calculated using a non-ACSI weighting procedure and then results were aggregated to obtain the state level outcomes, using the ACSI methodology.

Table A – Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Levels	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	78	80.5	710	1,004	1,004	70.7%
Employers	75	68.9	645	911	911	70.8%

Table B provides performance measures for the adult program. The measures are calculated as follows.

Entered Employment Rate

Counting only adult participants who were not employed at registration, the number of adults who have entered employment by the end of the first (1st) quarter after their exit divided by the number of adults who exited the program during the quarter.

Employment Retention Rate

Counting only adult participants who are employed in the first (1st) quarter after their exit from the program, the number of adults who are still employed in the third (3rd) quarter after their exit, divided by the number of adults who exited the program during the quarter.

Earnings Change in Six Months

Counting only adult participants who are employed in the first (1st) quarter after their exit from the program, the total of their post-program earnings during the second (2nd) and third (3rd) quarter after their exit less their pre-program earnings in the second (2nd) and third (3rd) quarters prior to registration divided by the number of adults who exited the program during the quarter. Unemployment wage records are the only data source for this measure.

Employment and Credential Rate

Counting only adult participants who received training services, the number of individuals who were employed in the first (1st) quarter after exit and received a credential by the end of the third (3rd) quarter after exit divided by the number of individuals who exited services during the quarter.

Table B – Adult Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83%	82.3%	656 797
Employment Retention Rate	88%	92.5%	1,143 1,236
Earnings Change in Six Months	\$3,600	\$5,369	\$5,883,979 1,096
Employment and Credential Rate	62%	64.5%	597 925

Table C provides additional performance outcomes for selected populations within the adult program. The following definitions apply to these populations.

Public Assistance Recipients – Individuals who receive federal, state, or local government cash payments for which eligibility is determined by a needs or income test. The receipt of public assistance status may occur at any time the individual is receiving services including at time of registration or during public assistance. Receipt of foster child payments is not counted as public assistance.

Veterans – Individuals who served in the active U.S. military, naval, or air service and who were discharged or released from such service under conditions other than dishonorable.

Individuals with Disabilities – Individuals with any disability as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

Older Individuals – Individuals aged 55 years or older at the time of registration.

Table C – Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals with Disabilities		Older Individuals	
Entered Employment Rate	84%	63 75	91.7%	44 48	92.3%	12 13	72.7%	16 22
Employment Retention Rate	89.9%	80 89	87.2%	68 78	92.9%	26 28	89.5%	17 19
Earnings Change in Six Months	\$4,860	\$364,530 75	\$4,518	\$302,735 67	\$5,988	\$149,693 25	\$2,705	\$48,688 18
Employment and Credential Rate	64.4%	47 73	72.3%	34 47	85.7%	12 14	33.3%	2 6

Table D provides data useful for comparing outcomes for individuals receiving services in the adult program. Training services are those activities described in WIA section 134(d)(4)(D), including, but not limited to, occupational skills training, on-the-job training, cooperative education programs, skill upgrading and retraining, job readiness training, and adult education and literacy activities. Core services are defined in WIA section

134(d)(2) and include such activities as intake, initial assessment, provision of employment statistics information, and job search and placement assistance. Intensive services are enumerated at WIA section 134(d)(3)(C) and may include services such as specialized assessment, diagnostic testing, group counseling, individual counseling and career planning, development of an individual employment plan, and case management.

Table D – Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	79.7%	439 551	88.2%	217 246
Employment Retention Rate	92.1%	842 914	93.5%	301 322
Earnings Change in Six Months	\$5,570	\$4,589,949 824	\$4,757	\$1,294,030 272

Table E provides performance measures for the dislocated worker program. The measures are calculated as follows.

Entered Employment Rate

Counting only dislocated worker participants who were not employed at registration, the number of dislocated workers who have entered employment by the end of the first (1st) quarter after their exit divided by the number of dislocated workers who exited the program during the quarter.

Employment Retention Rate

Counting only dislocated worker participants who are employed in the first (1st) quarter after their exit from the program, the number of dislocated workers who are still employed in the third (3rd) quarter after their exit, divided by the number of dislocated workers who exited the program during the quarter.

Earnings Change in Six Months

Counting only dislocated worker participants who are employed in the first (1st) quarter after their exit from the program, the total of their post-program earnings during the second (2nd) and third (3rd) quarters after their exit less their pre-program earnings in the second (2nd) and third (3rd) quarters prior to registration divided by the number of dislocated workers who exited the program during the quarter.

Employment and Credential Rate

Counting only dislocated worker participants who received training services, the number of individuals who were employed in the first (1st) quarter after exit and received a credential by the end of the third (3rd) quarter after exit divided by the number of individuals who exited services during the quarter.

Table E – Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	89%	87.5%	525 600
Employment Retention Rate	96%	95.8%	408 426
Earnings Replacement in Six Months	99%	122.6%	\$4,471,776 \$3,648,873
Employment and Credential Rate	70%	67.4%	360 534

Table F provides additional performance outcomes for selected populations within the dislocated worker program. In addition to the definitions provided under Table C, the following definition is applicable.

been providing unpaid services to family members in the home and (1) has been dependent on the income of another family member but is no longer supported by that income; and (2) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Displaced Homemaker – An individual who has

Table F – Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.9%	52 62	80.0%	4 5	79.2%	19 24	100.0%	7 7
Employment Retention Rate	95.3%	41 43	87.5%	7 8	100.0%	11 11	100.0%	15 15
Earnings Replacement Rate	106.4%	\$548,885 \$515,855	235.2%	\$90,335 \$38,406	117.6%	\$152,343 \$129,574	226.2%	\$148,631 \$65,712
Employment and Credential Rate	69.8%	37 53	25.0%	1 4	57.1%	12 21	100.0%	5 5

Table G provides data useful for comparing outcomes for individuals receiving services in the dislocated worker program. The definitions for Core, Intensive and Training Services are the same as cited under Table D.

Table G – Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	87.8%	469 534	84.8%	56 66
Employment Retention Rate	96.3%	363 377	91.8%	45 49
Earnings Replacement Rate	124.2%	\$3,937,600 \$3,171,330	111.9%	\$534,176 \$477,543

Table H provides performance measures for the older youth program (19 – 21 years old). The measures are calculated as follows.

Entered Employment Rate

Counting only older youth participants who were not employed at registration and were not enrolled in post-secondary education or advanced training in the first (1st) quarter after exit, the number of older youth who have entered employment by the end of the first (1st) quarter after their exit divided by the number of older youth who exited the program during the quarter.

Employment Retention Rate

Counting only older youth participants who were not employed at registration and were not enrolled in post-secondary education or advanced training in the third (3rd) quarter after exit, the number of older youth who are still employed in the third (3rd) quarter after their exit, divided by the number of older youth

who exited the program during the quarter.

Earnings Change in Six Months

Counting only older youth participants who are employed in the first (1st) quarter after exit and are not enrolled in post-secondary education or advanced training in the third (3rd) quarter after exit, the total of their post-program earnings during the second (2nd) and third (3rd) quarter after exit less their pre-program earnings in the second (2nd) and third (3rd) quarters prior to registration divided by the number of older youth who exited the program during the quarter.

Employment and Credential Rate

The number of older youth participants who were employed, enrolled in post-secondary education, or advanced training in the first (1st) quarter after exit and received a credential by the end of the third (3rd) quarter after exit divided by the number of individuals who exited during the quarter.

Table H – Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	76.8%	149
			194
Employment Retention Rate	82%	87.5%	133
			152
Earnings Change in Six Months	\$3,600	\$3,810	\$518,225
			136
Credential Rate	44%	42.8%	104
			243

Table I provides additional performance outcomes for selected populations within the older youth program. In addition to the definitions provided under Table C, the following definition is applicable.

Out-of-School Youth – An eligible youth, at the time of registration, who is a school dropout or who has received a secondary school diploma or its equivalent but is basic skills deficient, unemployed, or underemployed.

Table I – Outcomes for Older Youth Special Populations

Reported Information	Public Assistance		Veterans		Individuals with Disabilities		Out-of-School Youth	
Entered Employment Rate	57.6%	34	0.0%	0	87.5%	7	76.0%	139
		59		1		8		183
Employment Retention Rate	81.0%	17	100.0%	1	100.0%	5	86.3%	113
		21		1		5		131
Earnings Change in Six Months	\$4,312	\$81,919	\$5,403	\$5,403	\$5,258	\$26,288	\$3,435	\$401,922
		19		1		5		117
Credential Rate	19.4%	13	0.0%	0	60.0%	6	38.9%	86
		67		1		10		221

Table J provides performance measures for the younger youth program (14 – 18 years old). The measures are calculated as follows.

Skill Attainment Rate

Counting only in-school youth and any out-of-school youth assessed to be in need of basic skills, work readiness skills, and/or occupational skills, the sum of all basic, work readiness, and occupational skills attained divided by the sum of all basic, work readiness, and occupational skill goals.

Diploma or Equivalent Attainment Rate

Counting only youth participants who register without a diploma or equivalent, the number of youth who attained a secondary school diploma or equivalent by

the end of the first (1st) quarter after exit divided by the number of younger youth who exited during the quarter excluding those still in secondary school at exit.

Retention Rate

The number of younger youth found in one of the following categories in the third (3rd) quarter after exit divided by the number of younger youth who exited during the quarter, excluding those still in secondary education at exit.

- Post secondary education
- Advanced training
- Employment
- Military Service
- Qualified apprenticeships

Table J – Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	81%	87.8%	2,944
			3,352
Diploma or Equivalent Attainment Rate	60%	84.2%	335
			398
Retention Rate	58%	81.4%	350
			430

Table K provides additional performance outcomes for selected populations within the younger youth program. The definitions used under Table C and Table I are applicable.

Table K – Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals with Disabilities		Out-of-School Youth	
Skill Attainment Rate	86.2%	686	89.4%	127	76.3%	142
		796		142		186
Diploma or Equivalent Attainment Rate	80.7%	71	100.0%	14	41.2%	14
		88		14		34
Retention Rate	75.6%	68	84.6%	11	68.8%	88
		90		13		128

Table L contains data as required by WIA sections 136(d) and 185(d). Due to the length of time and the availability of wage record data required for the 12-month measures, there is no reportable data at this time. Outcomes are recorded as Not Applicable (N/A). The following definitions are used for this table.

Nontraditional Employment – Employment in an occupation or field of work for which individuals of the participant's gender comprise less than 25% of the individuals employed in such occupation or field of work. The determination may be made using either state or national data.

Wages at Entry Into Employment – This information is reported for individuals who exited in the first quarter of the program year and the last three quarters of the previous program year. UI wage records are the only data source for this measure. Individuals who are not employed in the first quarter after exit are excluded. Adults and older youth who are employed at registration are excluded. Older youth in both employment and post-secondary training in the first quarter after exit are included in the denominator. Older youth who are not employed, but who are in post-secondary education or advanced training in the first quarter after exit are excluded.

Table L – Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages at Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	84.4%	941 1,115	\$4,062	\$4,167,777 1,026	0.5%	3 656	\$4,122	\$2,703,785 656	23.2%	102 439
Dislocated Workers	91.6%	401 438	123.6%	\$4,230,493 \$3,422,383.00	0.2%	1 525	\$5,207	\$2,733,657 525	17.7%	83 469
Older Youth	71.4%	75 105	\$2,695	\$261,442 97	0.0%	0 149	\$2,672	\$398,068 149		

Table M – Participation Levels

	Total Participants Served	Total Exiters
Adults	2,807	1,089
Dislocated Workers	950	552
Older Youth	476	168
Younger Youth	3,125	764

Table N provides information on programmatic spending for the State of Arkansas in PY 2003. The statewide required activities section include expenditures incurred for providing incentive grants to local areas for performance achieved in PY 2002, providing technical assistance to local areas, assisting to establish and operate one-stop delivery systems, and continuing develop-

ment and operation of the fiscal and management accountability information system (AWIS – Arkansas Workforce Information System). Administration expenditures in the amount of \$2,341,462 were incurred for the operation of the state board and staff, and fiscal functions and Title I administration provided by the Arkansas Employment Security Department.

Table N – Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			\$6,928,429
Local Dislocated Workers			\$4,133,337
Local Youth			\$8,697,896
Rapid Response (Up to 25%) §134 (a)(2)(A)			\$1,529,989
Statewide Required Activities (Up to 15%) §134 (a)(2)(B)			\$417,998
Statewide Allowable Activities §134 (a)(3)	Program Activity Description		
		Administration of Program and Board	
		High Concentration Youth	\$54,782
		State Program	\$1,252,259
		Capacity Building	\$32,219
		Innovative Incumbent Worker	\$1,264,625
Total of All Federal Spending Listed Above			\$24,311,534

WIA Program Year 2003 Financial Statement

	Available	Expended	% Expended	Obligated	% Obligated	Balance
Adult						
WIA Title I	\$9,841,897.93	\$6,928,429.00	70.40%	\$1,145,599.00	82.04%	\$1,767,869.93
Dislocated Worker						
WIA Title I	\$5,815,949.76	\$4,133,337.00	71.07%	\$1,293,268.00	93.31%	\$389,344.76
Youth						
WIA Title I	\$16,239,795.33	\$8,697,896.00	53.56%	\$1,128,248.00	60.51%	\$6,413,651.33
Local Administration						
WIA Title I	\$3,774,247.29	\$2,213,067.00	58.64%	\$372,130.00	68.50%	\$1,189,050.29
Rapid Response						
WIA Title I	\$2,386,392.96	\$1,529,989.00	64.11%	\$0.00	64.11%	\$856,403.96
Statewide Activities						
WIA Title I	\$7,581,073.00	\$3,021,883.00	39.86%	\$1,413,758.00	58.51%	\$3,145,432.00

The table above reflects expenditures incurred during Program Year 2003.

Average Cost Per Service Provided			
	Total Expenditures	Number of Services Provided	Average Cost Per Service
Adult Program			
Core Services	\$2,028,945.00	3,171	\$639.84
Intensive Services	\$2,319,951.00	10,080	\$230.15
Training Services	\$2,302,068.00	3,309	\$695.70
Total Adult Program	\$6,650,964.00	16,560	\$401.63
Dislocated Worker Program			
Core Services	\$1,905,642.00	985	\$1,934.66
Intensive Services	\$1,518,938.00	2,220	\$684.21
Training Services	\$858,037.00	801	\$1,071.21
Total Dislocated Worker Program	\$4,282,617.00	4,006	\$1,069.05

The table above provides expenditure information for core, intensive, and training services provided through the adult and dislocated worker programs. The expenditure amounts are broken into a per service cost for each service type and funding stream. Excluded from this analysis are expenditures incurred by the administrative entities for program purposes.

Youth Program Cost Per Participant

Total Youth Program Expenditures	\$8,216,633.00
Youth Program Participants	
Older Youth	601
Younger Youth	3,218
Total Youth Program	3,819
Cost Per Participant	\$2,151.51

Table O – Local Performance (1 of 10)
Central Arkansas Workforce Investment Area

Local Area Name: Central Arkansas	Total Participants Served	Adults	132
		Dislocated Workers	213
		Older Youth	20
		Younger Youth	432
ETA Assigned #5010	Total Exiters	Adults	61
		Dislocated Workers	104
		Older Youth	5
		Younger Youth	33
		Negotiated	Actual
Customer Satisfaction	Program Participants	78%	77.9%
	Employers	75%	70.1%
Entered Employment Rate	Adults	85%	85.7%
	Dislocated Workers	92%	89.4%
	Older Youth	75%	100.0%
Retention Rate	Adults	89%	93.8%
	Dislocated Workers	96%	100.0%
	Older Youth	87%	83.3%
	Younger Youth	62%	83.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$6,033
	Dislocated Workers	99%	146.9%
	Older Youth	\$4,200	\$4,362
Credential/Diploma Rate	Adults	65%	68.3%
	Dislocated Workers	73%	74.3%
	Older Youth	44%	77.8%
	Younger Youth	63%	91.7%
Skill Attainment Rate	Younger Youth	82%	83.1%
Overall Status of Local Performance		Not Met	Met
		4	13

City of Little Rock Workforce Investment Area (2 of 10)

Local Area Name: City of Little Rock	Total Participants Served	Adults	38
		Dislocated Workers	26
		Older Youth	46
		Younger Youth	138
ETA Assigned #5005	Total Exiters	Adults	11
		Dislocated Workers	5
		Older Youth	2
		Younger Youth	33
		Negotiated	Actual
Customer Satisfaction	Program Participants	78%	87.3%
	Employers	75%	68.4%
Entered Employment Rate	Adults	89%	50.0%
	Dislocated Workers	90%	100.0%
	Older Youth	75%	100.0%
Retention Rate	Adults	90%	97.2%
	Dislocated Workers	98%	100.0%
	Older Youth	87%	0.0%
	Younger Youth	62%	0.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,000	\$5,993
	Dislocated Workers	99%	89.4%
	Older Youth	\$3,600	\$0
Credential/Diploma Rate	Adults	57%	80.0%
	Dislocated Workers	65%	83.3%
	Older Youth	44%	33.3%
	Younger Youth	63%	33.3%
Skill Attainment Rate	Younger Youth	82%	99.5%
Overall Status of Local Performance		Not Met	Met
		8	9

Table O – Local Performance Continued
Eastern Arkansas Workforce Investment Area (3 of 10)

Local Area Name: Eastern Arkansas	Total Participants Served	Adults	198
		Dislocated Workers	63
		Older Youth	107
		Younger Youth	323
ETA Assigned #5055	Total Exiters	Adults	111
		Dislocated Workers	56
		Older Youth	29
		Younger Youth	65
		Negotiated	Actual
Customer Satisfaction	Program Participants	78%	75.7%
	Employers	75%	72.3%
Entered Employment Rate	Adults	70%	76.0%
	Dislocated Workers	75%	71.7%
	Older Youth	68%	96.0%
Retention Rate	Adults	80%	85.7%
	Dislocated Workers	89%	92.3%
	Older Youth	80%	90.0%
	Younger Youth	62%	97.4%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,500	\$3,083
	Dislocated Workers	99%	87.2%
	Older Youth	\$3,600	\$3,797
Credential/Diploma Rate	Adults	50%	63.6%
	Dislocated Workers	65%	40.6%
	Older Youth	44%	16.2%
	Younger Youth	63%	85.4%
Skill Attainment Rate	Younger Youth	82%	68.0%
Overall Status of Local Performance		Not Met 8	Met 9

North Central Arkansas Workforce Investment Area (4 of 10)

Local Area Name: North Central Arkansas	Total Participants Served	Adults	197
		Dislocated Workers	23
		Older Youth	9
		Younger Youth	341
ETA Assigned #5020	Total Exiters	Adults	109
		Dislocated Workers	10
		Older Youth	6
		Younger Youth	150
		Negotiated	Actual
Customer Satisfaction	Program Participants	78%	78.9%
	Employers	75%	68.4%
Entered Employment Rate	Adults	87%	93.4%
	Dislocated Workers	94%	100.0%
	Older Youth	76%	100.0%
Retention Rate	Adults	88%	96.2%
	Dislocated Workers	98%	100.0%
	Older Youth	83%	100.0%
	Younger Youth	62%	93.0%
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,200	\$4,625
	Dislocated Workers	99%	192.6%
	Older Youth	\$3,700	\$6,306
Credential/Diploma Rate	Adults	65%	97.5%
	Dislocated Workers	74%	100.0%
	Older Youth	44%	100.0%
	Younger Youth	63%	95.7%
Skill Attainment Rate	Younger Youth	82%	96.8%
Overall Status of Local Performance		Not Met 1	Met 16

Table O – Local Performance Continued
Northeast Arkansas Workforce Investment Area (5 of 10)

Local Area Name: Northeast Arkansas	Total Participants Served	Adults	483
		Dislocated Workers	144
		Older Youth	112
		Younger Youth	611
ETA Assigned #5050	Total Exiters	Adults	256
		Dislocated Workers	94
		Older Youth	44
		Younger Youth	154
		Negotiated	Actual
Customer Satisfaction	Program Participants	78%	87.2%
	Employers	75%	73.0%
Entered Employment Rate	Adults	86%	68.9%
	Dislocated Workers	87%	85.4%
	Older Youth	82%	55.7%
Retention Rate	Adults	89%	91.0%
	Dislocated Workers	98%	93.5%
	Older Youth	90%	94.4%
	Younger Youth	62%	60.3%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,000	\$5,631
	Dislocated Workers	99%	110.4%
	Older Youth	\$4,200	\$3,748
Credential/Diploma Rate	Adults	65%	46.2%
	Dislocated Workers	65%	60.1%
	Older Youth	44%	22.7%
	Younger Youth	63%	70.3%
Skill Attainment Rate	Younger Youth	82%	88.5%
Overall Status of Local Performance		Not Met	Met
		10	7

Northwest Arkansas Workforce Investment Area (6 of 10)

Local Area Name: Northwest Arkansas	Total Participants Served	Adults	343
		Dislocated Workers	86
		Older Youth	36
		Younger Youth	185
ETA Assigned #5025	Total Exiters	Adults	270
		Dislocated Workers	47
		Older Youth	22
		Younger Youth	107
		Negotiated	Actual
Customer Satisfaction	Program Participants	78%	81.9%
	Employers	75%	70.8%
Entered Employment Rate	Adults	90%	93.5%
	Dislocated Workers	89%	89.7%
	Older Youth	82%	87.1%
Retention Rate	Adults	91%	91.5%
	Dislocated Workers	98%	97.6%
	Older Youth	84%	88.0%
	Younger Youth	62%	85.7%
Earnings Change/Earnings Replacement in Six Months	Adults	\$4,000	\$6,084
	Dislocated Workers	99%	149.7%
	Older Youth	\$3,700	\$3,640
Credential/Diploma Rate	Adults	61%	69.2%
	Dislocated Workers	74%	81.0%
	Older Youth	44%	53.1%
	Younger Youth	63%	75.6%
Skill Attainment Rate	Younger Youth	82%	89.0%
Overall Status of Local Performance		Not Met	Met
		3	14

Table O – Local Performance Continued
Southeast Arkansas Workforce Investment Area (7 of 10)

Local Area Name: Southeast Arkansas	Total Participants Served	Adults	915	
		Dislocated Workers	104	
		Older Youth	59	
		Younger Youth	620	
ETA Assigned #5045	Total Exiters	Adults	42	
		Dislocated Workers	5	
		Older Youth	4	
		Younger Youth	10	
		Negotiated	Actual	
Customer Satisfaction	Program Participants	78%	71.0%	
	Employers	75%	71.5%	
Entered Employment Rate	Adults	75%	76.5%	
	Dislocated Workers	89%	100.0%	
	Older Youth	72%	80.0%	
Retention Rate	Adults	87%	85.3%	
	Dislocated Workers	96%	90.0%	
	Older Youth	76%	57.1%	
	Younger Youth	62%	73.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,200	\$3,012	
	Dislocated Workers	99%	99.3%	
	Older Youth	\$3,200	\$3,108	
Credential/Diploma Rate	Adults	50%	68.4%	
	Dislocated Workers	67%	100.0%	
	Older Youth	44%	60.0%	
	Younger Youth	54%	83.3%	
Skill Attainment Rate	Younger Youth	82%	90.8%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		7		10

Southwest Arkansas Workforce Investment Area (8 of 10)

Local Area Name: Southwest Arkansas	Total Participants Served	Adults	299	
		Dislocated Workers	132	
		Older Youth	45	
		Younger Youth	351	
ETA Assigned #5040	Total Exiters	Adults	106	
		Dislocated Workers	143	
		Older Youth	9	
		Younger Youth	94	
		Negotiated	Actual	
Customer Satisfaction	Program Participants	78%	84.2%	
	Employers	75%	76.1%	
Entered Employment Rate	Adults	75%	98.7%	
	Dislocated Workers	86%	87.8%	
	Older Youth	75%	100.0%	
Retention Rate	Adults	87%	93.3%	
	Dislocated Workers	94%	97.9%	
	Older Youth	83%	92.3%	
	Younger Youth	60%	69.7%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,000	\$6,748	
	Dislocated Workers	99%	184.5%	
	Older Youth	\$3,700	\$1,826	
Credential/Diploma Rate	Adults	65%	85.9%	
	Dislocated Workers	65%	70.8%	
	Older Youth	44%	80.0%	
	Younger Youth	60%	84.8%	
Skill Attainment Rate	Younger Youth	78%	80.6%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1		16

Table O – Local Performance Continued
West Central Arkansas Workforce Investment Area (9 of 10)

Local Area Name: West Central Arkansas	Total Participants Served	Adults	123	
		Dislocated Workers	77	
		Older Youth	14	
		Younger Youth	72	
ETA Assigned #5030	Total Exiters	Adults	60	
		Dislocated Workers	49	
		Older Youth	17	
		Younger Youth	82	
		Negotiated	Actual	
Customer Satisfaction	Program Participants	78%	86.1%	
	Employers	75%	74.5%	
Entered Employment Rate	Adults	83%	86.4%	
	Dislocated Workers	92%	95.7%	
	Older Youth	75%	88.2%	
Retention Rate	Adults	89%	96.8%	
	Dislocated Workers	94%	97.3%	
	Older Youth	83%	71.4%	
	Younger Youth	62%	70.0%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,900	\$6,541	
	Dislocated Workers	99%	120.2%	
	Older Youth	\$3,700	\$1,644	
Credential/Diploma Rate	Adults	65%	80.0%	
	Dislocated Workers	74%	71.1%	
	Older Youth	44%	61.9%	
	Younger Youth	63%	63.3%	
Skill Attainment Rate	Younger Youth	82%	98.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4		13

Western Arkansas Workforce Investment Area (10 of 10)

Local Area Name: Western Arkansas	Total Participants Served	Adults	79	
		Dislocated Workers	38	
		Older Youth	28	
		Younger Youth	52	
ETA Assigned #5035	Total Exiters	Adults	63	
		Dislocated Workers	32	
		Older Youth	30	
		Younger Youth	36	
		Negotiated	Actual	
Customer Satisfaction	Program Participants	78%	91.7%	
	Employers	75%	70.0%	
Entered Employment Rate	Adults	77%	85.5%	
	Dislocated Workers	89%	96.8%	
	Older Youth	82%	90.0%	
Retention Rate	Adults	87%	95.0%	
	Dislocated Workers	98%	100.0%	
	Older Youth	80%	93.3%	
	Younger Youth	62%	92.3%	
Earnings Change/Earnings Replacement in Six Months	Adults	\$3,700	\$6,548	
	Dislocated Workers	99%	109.1%	
	Older Youth	\$3,600	\$5,151	
Credential/Diploma Rate	Adults	62%	75.3%	
	Dislocated Workers	67%	80.6%	
	Older Youth	44%	66.7%	
	Younger Youth	63%	85.7%	
Skill Attainment Rate	Younger Youth	82%	93.9%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1		16

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	78	80.5	710	1,004	1,004	70.7
Employers	75	68.9	645	911	911	70.8

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83	82.3	656
			797
Employment Retention Rate	88	92.5	1,143
			1,236
Earnings Change in Six Month	3,600	5,369	5,883,979
			1,096
Employment and Credential Rate	62	64.5	597
			925

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	84	63	91.7	44	92.3	12	72.7	16
		75		48		13		22
Employment Retention Rate	89.9	80	87.2	68	92.9	26	89.5	17
		89		78		28		19
Earnings Change in Six Months	4,860	364,530	4,518	302,735	5,988	149,693	2,705	48,688
		75		67		25		18
Employment and Credential Rate	64.4	47	72.3	34	85.7	12	33.3	2
		73		47		14		6

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	79.7	439	88.2	217
		551		246
Employment Retention Rate	92.1	842	93.5	301
		914		322
Earnings Change in Six Months	5,570	4,589,949	4,757	1,294,030
		824		272

Table E: Dislocated Worker Program Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	89	87.5	525
			600
Employment Retention Rate	96	95.8	408
			426
Earnings Replacement in Six Months	99	122.6	4,471,776
			3,648,873
Employment and Credential Rate	70	67.4	360
			534

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.9	52	80	4	79.2	19	100	7
		62		5		24		7
Employment Retention Rate	95.3	41	87.5	7	100	11	100	15
		43		8		11		15
Earnings Replacement Rate	106.4	548,885	235.2	90,335	117.6	152,343	226.2	148,631
		515,855		38,406		129,574		65,712
Employment And Credential Rate	69.8	37	25	1	57.1	12	100	5
		53		4		21		5

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
Entered Employment Rate	87.8	469	84.8	56
		534		66
Employment Retention Rate	96.3	363	91.8	45
		377		49
Earnings Replacement Rate	124.2	3,937,600	111.9	534,176
		3,171,330		477,543

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	76.8	149
			194
Employment Retention Rate	82	87.5	133
			152
Earnings Change in Six Months	3,600	3,810	518,225
			136
Credential Rate	44	42.8	104
			243

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	57.6	34	0	0	87.5	7	76	139
		59		1		8		183
Employment Retention Rate	81	17	100	1	100	5	86.3	113
		21		1		5		131
Earnings Change in Six Months	4,312	81,919	5,403	5,403	5,258	26,288	3,435	401,922
		19		1		5		117
Credential Rate	19.4	13	0	0	60	6	38.9	86
		67		1		10		221

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	81	87.8	2,944
			3,352
Diploma or Equivalent Attainment Rate	60	84.2	335
			398
Retention Rate	58	81.4	350
			430

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	86.2	686	89.4	127	76.3	142
		796		142		186
Diploma or Equivalent Attainment Rate	80.7	71	100	14	41.2	14
		88		14		34
Retention Rate	75.6	68	84.6	11	68.8	88
		90		13		128

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	84.4	941	4,062	4,167,777	0.5	3	4,122	2,703,785	23.2	102
		1,115		1,026		656		656		439
Dislocated Workers	91.6	401	123.6	4,230,493	0.2	1	5,207	2,733,657	17.7	83
		438		3,422,383		525		525		469
Older Youth	71.4	75	2,695	261,442	0	0	2,672	398,068		
		105		97		149		149		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	2,807	1,089
Dislocated Workers	950	552
Older Youth	476	168
Younger Youth	3,125	764

Table N: Cost of Program Activities

Program Activity			Total Federal Spending
Local Adults			\$6,928,429.00
Local Dislocated Workers			\$4,133,337.00
Local Youth			\$8,697,896.00
Rapid Response (up to 25%) 134 (a) (2) (A)			\$1,529,989.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)			\$417,998.00
Statewide Allowable Activities 134 (a) (3)	Program Activity Description		\$54,782.00
			\$1,252,259.00
			\$32,219.00
			\$1,264,625.00
Total of All Federal Spending Listed Above			\$24,311,534.00

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Central Arkansas Planning & Development District Board	Total Participants Served	Adults	132
		Dislocated Workers	213
		Older Youth	20
		Younger Youth	432
	Total Exiters	Adults	61
		Dislocated Workers	104
		Older Youth	5
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	77.9
	Employers	75	70.1
Entered Employment Rate	Adults	85	85.7
	Dislocated Workers	92	89.4
	Older Youth	75	100
Retention Rate	Adults	89	93.8
	Dislocated Workers	96	100
	Older Youth	87	83.3
	Younger Youth	62	83.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	6,033
	Dislocated Workers	99	146.9
	Older Youth (\$)	4,200	4,362
Credential / Diploma Rate	Adults	65	68.3
	Dislocated Workers	73	74.3
	Older Youth	44	77.8
	Younger Youth	63	91.7
Skill Attainment Rate	Younger Youth	82	83.1
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		4	13

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Little Rock Workforce Investment Board	Total Participants Served	Adults	38
		Dislocated Workers	26
		Older Youth	46
		Younger Youth	138
	Total Exiters	Adults	11
		Dislocated Workers	5
		Older Youth	2
		Younger Youth	33

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	87.3
	Employers	75	68.4
Entered Employment Rate	Adults	89	50
	Dislocated Workers	90	100
	Older Youth	75	100
Retention Rate	Adults	90	97.2
	Dislocated Workers	98	100
	Older Youth	87	0
	Younger Youth	62	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	5,993
	Dislocated Workers	99	89.4
	Older Youth (\$)	3,600	0
Credential / Diploma Rate	Adults	57	80
	Dislocated Workers	65	83.3
	Older Youth	44	33.3
	Younger Youth	63	33.3
Skill Attainment Rate	Younger Youth	82	99.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		8	9

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: North Central	Total Participants Served	Adults	197
		Dislocated Workers	23
		Older Youth	9
		Younger Youth	341
	Total Exiters	Adults	109
		Dislocated Workers	10
		Older Youth	6
		Younger Youth	150

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	78.9
	Employers	75	68.4
Entered Employment Rate	Adults	87	93.4
	Dislocated Workers	94	100
	Older Youth	76	100
Retention Rate	Adults	88	96.2
	Dislocated Workers	98	100
	Older Youth	83	100
	Younger Youth	62	93
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,625
	Dislocated Workers	99	192.6
	Older Youth (\$)	3,700	6,306
Credential / Diploma Rate	Adults	65	97.5
	Dislocated Workers	74	100
	Older Youth	44	100
	Younger Youth	63	95.7
Skill Attainment Rate	Younger Youth	82	96.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	16

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northeast Arkansas Workforce Investment Board	Total Participants Served	Adults	483
		Dislocated Workers	144
		Older Youth	112
		Younger Youth	611
	Total Exiters	Adults	256
		Dislocated Workers	94
		Older Youth	44
		Younger Youth	154

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	87.2
	Employers	75	73
Entered Employment Rate	Adults	86	68.9
	Dislocated Workers	87	85.4
	Older Youth	82	55.7
Retention Rate	Adults	89	91
	Dislocated Workers	98	93.5
	Older Youth	90	94.4
	Younger Youth	62	60.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	5,631
	Dislocated Workers	99	110.4
	Older Youth (\$)	4,200	3,748
Credential / Diploma Rate	Adults	65	46.2
	Dislocated Workers	65	60.1
	Older Youth	44	22.7
	Younger Youth	63	70.3
Skill Attainment Rate	Younger Youth	82	88.5
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		10	7

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Northwest Arkansas Local Workforce Investment Board	Total Participants Served	Adults	343
		Dislocated Workers	86
		Older Youth	36
		Younger Youth	185
	Total Exiters	Adults	270
		Dislocated Workers	47
		Older Youth	22
		Younger Youth	107

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	81.9
	Employers	75	70.8
Entered Employment Rate	Adults	90	93.5
	Dislocated Workers	89	89.7
	Older Youth	82	87.1
Retention Rate	Adults	91	91.5
	Dislocated Workers	98	97.6
	Older Youth	84	88
	Younger Youth	62	85.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	4,000	6,084
	Dislocated Workers	99	149.7
	Older Youth (\$)	3,700	3,640
Credential / Diploma Rate	Adults	61	69.2
	Dislocated Workers	74	81
	Older Youth	44	53.1
	Younger Youth	63	75.6
Skill Attainment Rate	Younger Youth	82	89
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		3	14

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Southeast Arkansas EDD	Total Participants Served	Adults	915
		Dislocated Workers	104
		Older Youth	59
		Younger Youth	620
	Total Exiters	Adults	42
		Dislocated Workers	5
		Older Youth	4
		Younger Youth	10

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	71
	Employers	75	71.5
Entered Employment Rate	Adults	75	76.5
	Dislocated Workers	89	100
	Older Youth	72	80
Retention Rate	Adults	87	85.3
	Dislocated Workers	96	90
	Older Youth	76	57.1
	Younger Youth	62	73.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,012
	Dislocated Workers	99	99.3
	Older Youth (\$)	3,200	3,108
Credential / Diploma Rate	Adults	50	68.4
	Dislocated Workers	67	100
	Older Youth	44	60
	Younger Youth	54	83.3
Skill Attainment Rate	Younger Youth	82	90.8
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		7	10

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Southwest AR PDD	Total Participants Served	Adults	299
		Dislocated Workers	132
		Older Youth	45
		Younger Youth	351
	Total Exiters	Adults	106
		Dislocated Workers	143
		Older Youth	9
		Younger Youth	94

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	84.2
	Employers	75	76.1
Entered Employment Rate	Adults	75	98.7
	Dislocated Workers	86	87.8
	Older Youth	75	100
Retention Rate	Adults	87	93.3
	Dislocated Workers	94	97.9
	Older Youth	83	92.3
	Younger Youth	60	69.7
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,000	6,748
	Dislocated Workers	99	184.5
	Older Youth (\$)	3,700	1,826
Credential / Diploma Rate	Adults	65	85.9
	Dislocated Workers	65	70.8
	Older Youth	44	80
	Younger Youth	60	84.8
Skill Attainment Rate	Younger Youth	78	80.6
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	16

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: West Central Arkansas Planning & Development	Total Participants Served	Adults	123
		Dislocated Workers	77
		Older Youth	14
		Younger Youth	72
	Total Exiters	Adults	60
		Dislocated Workers	49
		Older Youth	17
		Younger Youth	82

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	86.1
	Employers	75	74.5
Entered Employment Rate	Adults	83	86.4
	Dislocated Workers	92	95.7
	Older Youth	75	88.2
Retention Rate	Adults	89	96.8
	Dislocated Workers	94	97.3
	Older Youth	83	71.4
	Younger Youth	62	70
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,900	6,541
	Dislocated Workers	99	120.2
	Older Youth (\$)	3,700	1,644
Credential / Diploma Rate	Adults	65	80
	Dislocated Workers	74	71.1
	Older Youth	44	61.9
	Younger Youth	63	63.3
Skill Attainment Rate	Younger Youth	82	98
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		4	13

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Western AR EDA	Total Participants Served	Adults	79
		Dislocated Workers	38
		Older Youth	28
		Younger Youth	52
	Total Exiters	Adults	63
		Dislocated Workers	32
		Older Youth	30
		Younger Youth	36

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	91.7
	Employers	75	70
Entered Employment Rate	Adults	77	85.5
	Dislocated Workers	89	96.8
	Older Youth	82	90
Retention Rate	Adults	87	95
	Dislocated Workers	98	100
	Older Youth	80	93.3
	Younger Youth	62	92.3
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,700	6,548
	Dislocated Workers	99	109.1
	Older Youth (\$)	3,600	5,151
Credential / Diploma Rate	Adults	62	75.3
	Dislocated Workers	67	80.6
	Older Youth	44	66.7
	Younger Youth	63	85.7
Skill Attainment Rate	Younger Youth	82	93.9
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	16

WIA Annual Report Data

State Name: AR

Program Year: 2003

Table O: Summary of Participants

Local Area Name: Workforce Investment Board of Eastern Arkansas	Total Participants Served	Adults	198
		Dislocated Workers	63
		Older Youth	107
		Younger Youth	323
	Total Exiters	Adults	111
		Dislocated Workers	56
		Older Youth	29
		Younger Youth	65

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	78	75.7
	Employers	75	72.3
Entered Employment Rate	Adults	70	76
	Dislocated Workers	75	71.7
	Older Youth	68	96
Retention Rate	Adults	80	85.7
	Dislocated Workers	89	92.3
	Older Youth	80	90
	Younger Youth	62	97.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,500	3,083
	Dislocated Workers	99	87.2
	Older Youth (\$)	3,600	3,797
Credential / Diploma Rate	Adults	50	63.6
	Dislocated Workers	65	40.6
	Older Youth	44	16.2
	Younger Youth	63	85.4
Skill Attainment Rate	Younger Youth	82	68
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		8	9